

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

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|--|---|----------------|
| CLASSIFICATION TITLE                   | OFFICE/BRANCH/SECTION                       |                |
| Staff Services Manager I (Supervisory) | Equal Employment Opportunity Program (EEOP) |                |
| WORKING TITLE                          | POSITION NUMBER                             | EFFECTIVE DATE |
|  | 702-040-4800-xxx                            | August 2014    |

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

**GENERAL STATEMENT:**

Under the general direction of the Program Manager of the Equal Employment Opportunity Program (EEOP), the Staff Services Manager (SSM) I, Supervisory (incumbent), functions as the supervisor of the Department's statewide Equal Employment Opportunity Program, the subject matter expert (SME) on the EEO policies and regulatory training and has responsibility for Title VII and related statutes. The incumbent will work closely with Headquarters management staff statewide Equal Employment Opportunity Managers and Officers on EEO related policies, processes, and issues. The objective of the Internal EEO Program is to promote and enforce equal employment opportunities for all applicants, employees and individuals with whom Department staff interacts to ensure a work environment free of discrimination. The incumbent ensures compliance with EEO requirements set forth in state and federal laws and regulations. The incumbent is responsible for the development, implementation and administration of the EEO training program. The incumbent may represent the Department at EEO and State Disability Advisory Boards and Councils. Travel is required. Duties of the position include, but are not limited to:

**TYPICAL DUTIES:**

| Percentage                              |   | Job Description   |
|---|---|---|
| Essential (E)/Marginal (M) <sup>1</sup> |   |   |
| 40%                                     | E | Manage, develop, implement, coordinate, monitor, and supervise the Department's Equal Employment Opportunity Program (EEOP). Ensure full compliance with State and Federal compliance agencies quarterly/annual reporting and monitoring requirements for EEO. Supervise staff engaged in the administration of the EEO Program. Identifies programs and issues that impact the Department's goals; make recommendations to the Program Manager, EEOP and provide guidance and direction to managers and supervisors in meeting EEO obligations. Independently consult with federal and state oversight agencies, e.g. Federal Highway Administration (FHWA), US Department of Labor, Equal Employment Opportunity Commission (EEOC), Department of Fair Employment and Housing (DFEH), State Personnel Board (SPB), Advocate Groups, EEO Committees and other State Departments on day-to-day programmatic issues and on the development of departmental policies and procedures. Effectively deal with sensitive and complex projects in the development of new programs relative to the Department maintaining a culturally diverse and competent workforce. Design and implement internal audit or reporting systems to monitor and evaluate effectiveness of each aspect of the EEO Program. |
| 25%                                     | E | Manage the development, implementation, coordination and monitoring of training on discrimination, harassment prevention, disability awareness and cultural diversity. Convey the Department's policy of "zero tolerance" of discrimination, harassment (to include sexual harassment), and retaliation in all aspects of the EEO Program. Develop, review and make recommendations to training modules; consult with managers and supervisors to identify and resolve EEO training issues; provide options and alternatives that may include modifying the training programs to meet identified needs; develop cost effective training, and identify effective resources/methods such as classroom training, computer/web based training programs, use of internal or external consultants, etc.   |
| 20%                                     | E | Manage the development, implementation, coordination and monitoring of the accumulation and analysis of data for the annual Workforce Analysis report, Annual Element report, EE0-4 report, Upward Mobility Plan. Affirmative Action Plan and updates for the Department's directorate when requested.  |
| 5%                                      | E | Independently performs the most difficult analytical staff work on sensitive and/or controversial processes and issues.   |

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| 5% | M | Manage and act as the advisor to the Headquarters Disability Advisory Council (DAC) and act as an advisor to the committee. Timely report to management any problems or concerns that arise at monthly DAC meetings.  |
| 5% | M | Act as back up to the Program Manager, EEOP; participate in special training related task forces; prepare training reports; make presentations to the Directorate, Managers, Supervisors, Training Officers and Coordinators, and internal and external customers/ and perform other training activities as needed. |

<sup>1</sup>ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

This position directly supervises between four and seven employees at any given time. The incumbent also provides functional guidance to the EEO Managers and Officers in twelve Districts and numerous Headquarters Programs. The incumbent may also act as backup to the Program Manager in her absence.

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent manages the unit in accordance with correct and ethical management principles of administration, personnel management and supervision. The incumbent should be knowledgeable of the Department's mission/vision and goals in addition to Deputy Directives and Director's Policies. The incumbent should be knowledgeable of principles and practices of employee supervision, development and training, including supervisory responsibilities associated with safety, reasonable accommodation, and equal employment opportunity.

The incumbent must have excellent skills in verbal and written communication, organization, problem-solving, and analyses. The incumbent must possess workload management skills to produce quality products and complete assignments on time. The incumbent must be able to make effective presentations and competently represent the Division before the Department and other agencies. Administrative problem solving skills are required to prepare and present findings and recommendations on new procedures, guidelines, trainings, and instructions.

The incumbent must have the ability to review, analyze, and interpret information; reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and information and present ideas, information, and recommendations effectively both orally and in writing; consult with and advise management or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; develop, review and edit written reports; manage a complex staff services program; establish and maintain project priorities; develop and effectively utilize all available resources; develop and maintain a level of professional integrity to insure that the best interests of the Program and Department are served; and effectively contribute to the Department's equal employment opportunity objectives.

The incumbent must have a basic understanding of a personal computer and the ability to learn and operate new software and database programs, and possess good judgment in procedures and selection criteria for the hiring of staff.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for carrying out the Department's internal EEO programs goals and objectives while ensuring compliance with state and federal regulations governing these programs. Poor decisions or judgment in any of these areas could result in legal actions against the Department, loss of funding revenue, legislative sanctions, betrayal of public trust, and embarrassment to the Department.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent independently confers with all levels of staff and management (including the Division Chief level and above) on equal employment opportunities policies, training, and issues. The incumbent is in regular contact with various departmental entities and external agencies including the Department of Fair Employment and Housing (DFEH), Equal Employment Opportunity Commission (EEOC), Department of Human Resources (CalHR), State Personnel Board (SPB), Federal Highway Administration (FHWA), Caltrans Legal Division, Office of Business and Economic Opportunities, and Caltrans District and Division offices. The incumbent may be assigned to represent the Department in proceedings before control agencies. The incumbent must be able to treat personnel at all levels within the Department with tact and respect.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements may subject incumbent to occasional bending, stooping, and kneeling. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal. Requires the ability to develop and maintain cooperative working relationships. Must be able to sustain mental activity as needed for problem resolution. evaluating large amounts of data, report writing, analysis, and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Incumbent must be able to deal effectively under pressure, maintain focus, and intensity even under adversity. Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Must be able to manage a diverse workload, delegate assignments as appropriate, and keep manager apprised of workload status and any items that may impact timely completion. Required to consider and to appropriately respond to the needs, feelings, and capabilities of different people and different situations.

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### WORK ENVIRONMENT

While at the base of operation, the incumbent will work in a climate-controlled office under artificial light. There will be occasional fluctuations in building temperature. The work site may have limited viewing access to the outdoors and the incumbent may be assigned cubicle space as a base of operation. The incumbent will periodically attend meetings and/or training outside the office. Working hours will be set sometime between the hours of 7:00 a.m. to 6:00 p.m.

The incumbent will be required to travel to other State offices for training purposes including District Offices and Field Offices throughout the State.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

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DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

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DATE